

## Administrative Vendor – Performance Report February 2014

<b>Pre-Existing Condition Insurance Plan Performance Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Completeness determination of applications within four (4) business days after receipt at PCIP.	<b>99%</b>	N/A	<b>0</b> out of <b>0</b> applications
When applications are incomplete, notification postmarked within two (2) business days of completeness determination.	<b>99%</b>	N/A	<b>0</b> out of <b>0</b> applications
PCIP eligibility determinations within ten (10) calendar days of receipt at PCIP of complete applications or made complete applications.	<b>99%</b>	100%	<b>1</b> out of <b>1</b> applications
Forward complete applications screened to MRMIP within ten (10) calendar days after receipt at PCIP.	<b>98%</b>	100%	<b>1</b> out of <b>1</b> applications
PCIP telephone line abandonment rate.	<b>3%</b>	0.31%	<b>1</b> out of <b>333</b> Incoming Calls <i>average daily*</i>
PCIP telephone line busy rate.	<b>3%</b>	0%	<b>0</b> out of <b>333</b> Incoming Calls <i>average daily*</i>
PCIP seconds to live voice.	<b>85% in 25 seconds</b>	96.87%	<b>207</b> out of <b>217</b> Answered Calls <i>average daily*</i>
Voice mail calls returned within two (2) business days.	<b>100%</b>	N/A	<b>0</b> out of <b>0</b> total voicemails

\* Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

## Administrative Vendor – Quality and Accuracy Performance Report February 2014

<b>Pre-Existing Condition Insurance Plan Quality and Accuracy Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions (of random sample)</b>
Accuracy of complete application screening to correct program (PCIP or MRMIP).	<b>98%</b>	N/A	<b>0</b> applications screened to correct program out of <b>0</b> applications

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description.

## Administrative Vendor – Quality and Accuracy Performance Report

### Benefit Appeals February 2014

<b>Pre-Existing Condition Insurance Plan Quality and Accuracy Standard for Benefit Appeals</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions (of random sample)</b>
Notify MRMIB, TPA and subscriber of whether an Independent External Review (IER) has been accepted or rejected within seven (7) calendar days after receipt at PCIP of a routine request.	<b>99%</b>	N/A	<b>0</b> timely acceptance out of <b>0</b> routine IER
Notify MRMIB, TPA and subscriber of whether an Independent External Review (IER) has been accepted or denied within forty-eight (48) hours after receipt at PCIP of an expedited request.	<b>99%</b>	N/A	<b>0</b> timely acceptance out of <b>0</b> expedited IER
Issue routine IER determination written notifications within thirty (30) calendar days of receipt.	<b>98%</b>	N/A	<b>0</b> timely determination out of <b>0</b> routine IER
Issue the expedited IER determination written notifications within three (3) business days of receipt.	<b>99%</b>	N/A	<b>0</b> timely determination out of <b>0</b> expedited IER
Transmit subscriber case files to the MRMIB within five (5) business days of MRMIB's request.	<b>98%</b>	N/A	<b>0</b> timely case files out of <b>0</b> case files
Provide MRMIB written confirmation of the Administrative Vendor's availability to provide medical consulting services within two (2) business days of the MRMIB's request.	<b>98%</b>	N/A	<b>0</b> timely confirmation of services out of <b>0</b> requests for services
Complete and provide written evaluation of routine case reviews to the TPA within ten (10) business days of MRMIB's request.	<b>98%</b>	N/A	<b>0</b> timely evaluation out of <b>0</b> routine case reviews
Complete and provide Administrative Vendor's written evaluation of urgent case reviews to the TPA within three (3) business days of MRMIB's request.	<b>99%</b>	N/A	<b>0</b> timely evaluation out of <b>0</b> urgent case reviews
Review and return case reviews to MRMIB within ten (10) business days of the date the Administrative Vendor receives MRMIB's request.	<b>98%</b>	N/A	<b>0</b> timely evaluation out of <b>0</b> case reviews

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description.